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PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

McIlwaine, et al.

Serial No.: 10/602,804

Filed: June 24, 2003

For: Method and System for Scheduled  
Delivery of Training to Call Center  
Agents

Examiner: Le, Karen L.

Art Unit: 2642

Confirmation No. 1098

INFORMATION DISCLOSURE STATEMENT

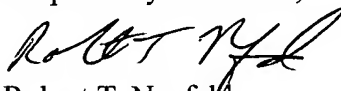
Mail Stop Amendment  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

Sir:

The citation of information on the attached Form PTO-1449, "List of Art Cited by Applicant" is made pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98. A copy of each cited item is enclosed.

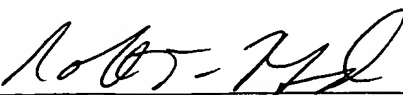
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Respectfully submitted,

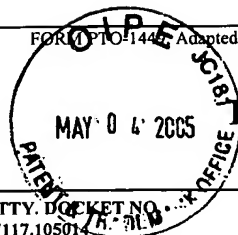
  
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K&S Docket: 07117.105014  
3749423

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on May 2, 2005.

  
Robert T. Neufeld, Reg. No. 48,394

FORM PTO-1445 Adapted

**LIST OF INFORMATION DISCLOSED BY APPLICANT***(Use several sheets if necessary)*ATTY. DOCKET NO.  
07117.105014SERIAL NO.  
10/602,804FILING DATE  
June 24, 2003APPLICANT  
McIlwaine et al.GROUP  
2642**U.S. PATENT DOCUMENTS**

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	3,245,157	4/12/1966	Laviana, D.W.	35	9	10/4/1963
	AB	5,228,859	7/20/1993	Rowe, T. Peter	434	118	12/10/1991
	AC						
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						
	AK						
	AL						

**FOREIGN PATENT DOCUMENTS**

		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
						YES	NO.
	AM	WO 2005/011240 A1	2/3/2005	PCT	Baggenstoss et al.		
	AN	WO 2005/011243 A1	2/3/2005	PCT	Baggenstoss et al.		
	AO	WO 2005/020546 A2	3/3/2005	PCT	McConnell et al.		
	AP						

**OTHER REFERENCES** *(Including Author, Title, Date, Pertinent Pages, Etc.)*

	AQ	
	AR	

EXAMINER

DATE CONSIDERED

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.